



018 VIP Additional Terms

Our Terms of Business at ygg.co.nz/terms and these Additional Terms apply to the **018 VIP** service. Except with respect to clause 23 of our Terms of Business, in the event of any conflict between our Terms of Business and these Additional Terms, these Additional Terms shall take priority. By phoning 018, you agree to these terms.

These Additional Terms were last updated on 27 April 2018.

1. Service description

- 1.1. On request, and in addition to the 018 Directory Assistance and International Directory Assistance services, the 018 VIP service provides:
 - (a) certain other publicly available information, as reasonably accessible to us via the internet; and
 - (b) directions from one location to another, within New Zealand, within technical limitations.
- 1.2. Our sources of information are continually updated, and you acknowledge that the availability of any information via the 018 VIP service is subject to change, without notice. We do not guarantee that any information will be available.
- 1.3. In accordance with privacy laws, we may not be able to provide certain information, or we may require certain details from you before we can provide certain information.
- 1.4. It is not possible to use the 018 VIP service outside New Zealand.

2. New Zealand call centres

- 2.1. Calls to the 018 VIP service will be routed to call centres:
 - (a) within New Zealand during operational hours, but excluding public holidays; or
 - (b) to other call centres at all other times, during public holidays, when there is a fault with a New Zealand call centre, or where call volumes require.
- 2.2. The availability of New Zealand call centres will be assessed and may be varied from time to time where call volumes require.

3. Charges

- 3.1. Calling and connection charges apply, in accordance with the Additional Terms for 018 Directory Assistance and International Directory Assistance services.

4. Accounts

- 4.1. The 018 VIP service requires you to register an account with us. You must provide us with current, complete and accurate information when applying for an account, and you agree to update your details should they subsequently change. We may reject any application for registration or suspend or terminate any account at any time, without notice, for any reason or no reason at all.
- 4.2. Your account is for your sole, personal use. It is your responsibility to keep your account credentials secure, and you will be held liable for any activity undertaken with your credentials. If you think that your credentials have been compromised, you must notify us immediately by calling us on 0800 803 803.

5. Your information

- 5.1. Your account information will be used in accordance with our Terms of Business.

- 5.2. We may record and use your information in accordance with the Additional Terms for 018 Directory Assistance and International Directory Assistance.

6. Abuse

- 6.1. You agree to not use our services in breach of the Additional Terms for 018 Directory Assistance and International Directory Assistance.

7. Other

- 7.1. You agree to contribute regular feedback and provide assistance to help improve the overall quality and design of the service.
- 7.2. We may terminate the 018 VIP service immediately by giving you notice at any time.